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**Phoenix
Fire Department**

**150 S 12th Street
Phoenix AZ 85304**



Seniors

Community Outreach

Phoenix Fire Department
Senior Outreach Program©

**Fire and Life Safety
for Seniors**

Program Book

Community Outreach Section
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602 534-9834

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Program Description

In 1996 the Phoenix Fire Department recognized the need for a special team to concentrate efforts on fire safety education for seniors in the city. Members of the Fire Department formed a Senior Outreach Team. It was quickly decided various departments within the city should be included. This list includes but is not limited to the team members:

- Phoenix Fire Department - Community Outreach
- Human Services – Sr. Services Division
 - ♦Senior Companion Program
 - ♦Phoenix Advocacy & Counseling for the Elderly (PACE)
- Managers/supervisors of senior housing facilities
- Arizona State University
- Area Agency on Aging
- City of Phoenix Housing Rehabilitation Programs
- AZ Assoc of Homes & Housing for the Aging (AZAHHA)
- American Red Cross
- City of Phoenix Police Dept
- City of Phoenix Neighborhood Services

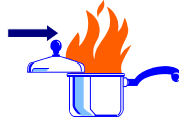
The original goal was to concentrate efforts on providing fire safety information to seniors living in high-rise apartments.

A slide presentation was developed, focusing on fire safety. The presentation is built around clichés. The opening slide for each topic is a cliché to grab the seniors' attention. The slides show only the first half of each cliché. The audience finishes the cliché. Many old notions are dispelled, i.e., cooling a burn with butter, throwing salt on a cooking fire, etc. The presentation lasts about thirty-five to forty-five minutes, depending on audience participation. Questions from the audience are always answered, and repetition is a must. We end the presentations with this slide -

“Practice as if your life depended on it - it does!”

All materials used for the senior population are done in a larger font for ease of reading. A fire plan specifically prepared for each facility is given to the management for each resident. The manager or supervisor ensures the fire plans are posted in each apartment. The audiences have required the translation of fire plans into various languages, including: Chinese, Rumanian, Spanish and Russian.

Since the inception of the program, several additions have been implemented. The primary revision was to incorporate life safety issues for the seniors. The program now includes safety information for the kitchen, bedroom, bathroom, and living room, smoking, and space heater safety.



The Senior Team was instrumental in persuading the City of Phoenix to implement, in their senior residential facilities, a stipulation for residents on oxygen. A *"no smoking while on oxygen"* clause is now included in the contract the residents must sign.

Phoenix had previously experienced three deaths as a result of seniors smoking while on oxygen.

Senior facilities (in the City of Phoenix) with one hundred or more residents were targeted during the initial phase of the program. Team members, with Human Resources - Senior Services Division, compiled a list of facilities. Those facilities have received at least one Fire and Life Safety Presentation. Several have been revisited.

Concurrently with activities for the 100+ residences, and because of the attempt to reach as many seniors as possible, presentations are provided as requested by various senior related groups. Time, budget, and personnel are challenges. Regard for senior safety along with enthusiasm and determination of the Senior Program members are some of the motivating factors.



Statistics

National:

People age 55 and over are the fastest growing segment of the population. Approximately 13% of all Americans are over age 65. Statistically, persons in this age group are at twice the risk of fire death compared to the general population. The risk factor increases with age. Persons age 75 and older are three times as likely to suffer a fire death and persons age 85 and older are four times as likely. Three leading causes of home deaths among senior adults are:

- trips and falls in the home
- portable space heaters
- smoking and cooking

Sixty percent of fatal falls in this age group occur in the home, and falls account for eighty-seven percent of all fractures in the elderly.

Local:

The Senior Outreach Team has impacted seniors living in high-rise facilities as well as in single-family homes.

Type of Contact	Number Seniors reached
Residential Facilities	7,500
Senior Centers	6,484
Other Senior Groups	14,000

The "other" category includes:

- *Senior Companions
- *Home Health Aides (deliver Meals on Wheels to seniors)
- *Home Health Agencies (Prof. Nursing Staff, Olsten Health Agency)
- *Senior Adults for Independent Living (SAIL) Case Managers
- *PACE counselors
- *AZ Public Service Retirees
- *American Association of Retired Persons (AARP)
- *Retired Teachers Association
- *National Association of Retired Federal Employees
- *Foundation for Senior Living
- *Jewish Veterans of World War II
- *Several other groups



Partnerships

Funding is a major portion of programs. Collaborating with other entities is an



effective tool to increase possibilities of receiving grant monies. Partnering

is also an example of the effectiveness which can be attained when similar projects are merged into one common goal.

The Phoenix Fire Department has partnered with various senior related groups to apply for grants. The goal of these grant applications is to provide safety messages to seniors living in their own homes, and provide a fire and life safety check. Special emphasis is placed on smoke alarms, grab bars in the tub or shower, and items for an emergency kit.

Successful partnerships in the past have been with Neighborhood Block Watch Associations. With those partnerships, educational sessions were held for the neighborhoods. Block Watch Groups have purchased *emergency kits for the residents, installed smoke alarms, grab bars and assisted with general yard clean up where needed. Free blood pressure screenings were offered; paramedics attended one meeting and were available for various medical tests.

*see the “Materials Used” section for more information about the Emergency Kits

Grants

A few tips when applying for a grant are as follows:

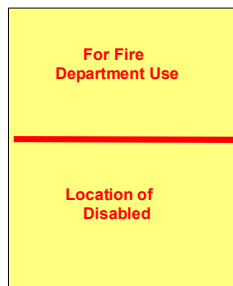
- Attend **ALL** informational sessions offered
- Follow the guidelines **exactly** as prescribed
- Check the application to be sure it answers basic questions: who, what, why, when, where, how
- Be **SURE** to get the completed application to the correct address **on time!**
- Register for educational sessions to increase grant background knowledge

Many grants want to know the program they are being asked to fund will continue after the grant funds are used. Outline in detail how the program will be continued after grant monies are depleted.

If the grant is not awarded, make a phone call to see what, if any, other information might have been included on the application. Use that knowledge for future applications.

High Rise and/or Multiple Residences

Multiple residences/high rise senior living entails a unique approach in the education of seniors. For these seniors, a Phoenix Fire Department Fire Inspector does an inspection of the facility. (A list of items inspected is in the "Materials Used" section.) If there are any fire safety violations, they must be corrected. At the time of the inspection, the inspector notes the proper fire plan needed (a facility with sprinklers vs. without sprinklers). A separate fire plan for resident managers to use in the event of an emergency is also prepared for the facility. In addition, a large manila envelope clearly labeled in large red letters (see below) and posted near the emergency panel is provided to the facility.



**For Fire
Department Use
Location of
Disabled**

Managers or supervisors update this envelope with floor and apartment numbers of mobility impaired residents. (See the section labeled "Disabilities" for more information.) It has been very encouraging to see these envelopes maintained and displayed near the fire panel on revisits.

Presentation Techniques

Successful, educational and interactive presentations for seniors include:

- Fire personnel with experience in senior issues
- Slides with large font and few words per slide
- Thirty to forty-five minute presentation
- Audience participation (voluntary or encouraged)
- Items for educational incentive
- Repetition, repetition, repetition
- Thank you certificate/plaque for facility (see sample in resource section)
- Humor
- Patience



Marketing the program:

- Large (approximately 17"X 24") colorful laminated posters with fire and life safety messages for facility use (date and time spaces left blank for facility to complete)
- Flyers (8 1/2" X 11") for facility to distribute to each resident with presentation date, place and time (same design as posters)
- Senior Fire and Life Safety Brochure



Inspections:

- Program explained
- Inspection
- Fire code violations noted and corrected

Fire Plans:

For Residents:

- Individualized for residents of facility
(The fire plans have been done in Spanish, Chinese, and Russian)
- Laminated for longer life
- Posted in each apartment

For Resident Managers:

- Site specific
- Script included for 911 emergency calls
- Directions for actions after help arrives
- Laminated for longer life
- Posted near phone

For Resident Managers

Phoenix Fire Department

General Instructions for Resident Manager of _____

Facility Name

When a fire is reported to you by fire alarm or telephone, get location of fire by floor (at Fire Alarm Panel or from caller).

1.

Say: " This is _____ at _____ floor.

There is a fire on the _____ floor.

(Give apartment number if known.)

2. If possible report to the fire scene and take charge.

3. Direct someone (back-up staff) to meet the fire department.

May 1999

For residents

FIRE PLAN

For Residents of _____

Prepared for you especially by Phoenix Fire Department

In case of fire, no matter how minor it may appear to be, follow these rules.

If the fire is inside your apartment and you cannot safely extinguish it:

a. Evacuate the apartment, closing the door as you leave

b. Leave door unlocked for Fire Department access

c. Call or direct someone to call Fire Department 9-1-1 immediately

d. Activate Fire Alarm Pull Box in hall

If the fire is outside your apartment DO NOT OPEN the door. Seal the bottom of your door with a wet cloth or blanket to keep out smoke. Wait for further assistance or instructions.

If evacuation of building is necessary, do not re-enter until permission is given by Fire Department personnel.

In the event of a fire DO NOT use elevators.

Please read these instructions once a week. Know where the exit stairs closest to your apartment are located.

Phoenix Fire Department

Resources for Seniors in the Home

- **Area Agency on Aging:**

The Area Agency on Aging, Region One, serves Maricopa County residents who are aged 60 years and older; adults who are ages 18-59, with disabilities and long-term care needs; and persons of all ages who are HIV positive. They are part of a network of organizations established under the Older American's Act (OAA) to respond to the needs of older adults. There are more than 650 Area Agencies on Aging throughout the United States. Through advocacy and leadership, the Area Agency on Aging represents the people it serves. The Area Agency also creates public awareness of needs, attracts funding, and solicits community representation and support.

- **Senior Adults for Independent Living (SAIL):**

Senior Adult Independent Living assists individuals to improve or maintain their level of functioning while continuing to live independently at home. S.A.I.L. Case Managers provide in-home, comprehensive assessments to determine an individual area of need, functional level, resources and support system. They assist clients in solving their problems by developing a plan to meet their needs. SAIL is administered by the Area Agency on Aging, Region One, Inc.

- **Phoenix Advocacy & Counseling for Elderly (PACE):**

The *PACE* program is offered to Phoenix residents over age 60. The *PACE* Counselor can arrange to meet at the home, a senior center, or other convenient location. There is NO charge for the services. The professional staff will work with seniors to identify needs and link them with community resources. Working with the Fire Department, a safety checklist was designed to increase fire and life safety awareness for clients. A *PFD/PACE* referral form was developed for fire department field personnel to use when seniors repeatedly call for non-emergency situations (see the example in the "Materials Used" Section).

- **Home Delivery Aides:**

Phoenix Fire Department's first contact with Home Delivery Aides was a group of forty-seven Meals on Wheels volunteers. Annually, during Fire Prevention Week, the aides deliver a fire and life safety packet with various fire safety reminder messages to approximately 1,300 seniors living in single-family dwellings.

- **Senior Companion Program:**

The Senior Companion Program is sponsored by City of Phoenix Human Services Department and is federally funded by the Corporation for National Service, a volunteer agency. Senior Companions are assigned to day care centers for the elderly, various social service agencies and direct health care providers. They usually visit several clients each day, devoting 30 hours a week. To become a Senior Companion, qualifications include: 60 years of age or older, reasonable good health, low income, and able to devote 20 hours a week. Benefits include a non-taxable stipend, daily transportation allowance, annual physical exam, paid sick/vacation time, 40 hours of training and satisfaction of being needed. Currently there are about 100 volunteers in the program.

CENTER D.O.A.R.

Center for Developing Older Adult Resources was founded in 1981 by the Church of the Beatitudes and has four primary programs.

1. GENERATIONS - coordinates services for persons concerned about aging loved ones and grandparents raising grandchildren.
2. Flinn Learning Resource Center operates a circulation library,

available onsite and at Area Agency on Aging, Region One, focused on aging and care giving.

3. Volunteer Interfaith Caregivers Program (VICaP) provides informal support services to homebound and/or disabled adults over the age of 18 and to family caregivers. Services include: business help. Friendly phoning, friendly visiting, limited transportation, shopping, handyperson, respite assistance, information and referral.
4. Nurse Ministries Network meets the physical, emotional, and spiritual needs of people by helping congregations begin and maintain effective parish nurse programs.

Senior Brochure:

A senior brochure was developed and distributed to senior groups, senior residential facilities, and seniors living in their own homes. The brochure includes safety on fires as well as prevention of trips and falls. Since Spanish is the prevalent second language in Phoenix, the brochure is two-sided, English and Spanish. Samples of many senior programs from around the country are continually studied and are used as design ideas for revised editions.

Disability Concerns

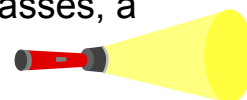


Persons with disabilities present opportunities for us to develop effective alternatives for them to use in an emergency.

Some recommendations are:

- Older adults unable to “stop, drop, and roll” to smother flames can use a blanket, rug, towel, etc. to smother flames.
- Seniors living in high-rise apartments are very concerned about being rescued in an emergency. The large manila envelope provided for staff members (see the “Materials Used” Section for sample) helps ease some of the concerns. Managers/staff maintain a list of names, floors and apartment numbers of seniors who would need evacuation assistance in emergencies.
- *In case of fire:* if the fire is not in their apartment or in the nearby vicinity, or if the individual is mobility impaired and no exit options are available, we suggest they signal from a window by hanging a towel, sheet, or rug near the window, or shine a flashlight out the window to help emergency personnel know their location.

- If the adults are able, they should put a rug, towel, sheet or blanket at the bottom of the door to help keep out smoke.
- An emergency kit to be kept near the bed was developed with the Phoenix College Neighborhood Association Block Watch (PCNBWA) Grant in 1998/1999. Recommended items in the kit are keys, glasses, a working flashlight, and a list of emergency medical information. A phone nearby is recommended.



These helpful actions help ease the concern some seniors might feel about emergency procedures. Since impairments are so varied, suggestions for individuals must be tailored to the situation and their particular environment. One point we emphasize over and over is to **have** a plan, then *practice, practice, practice!*

The National Fire Protection Association (NFPA) has a brochure titled “Fire Safety for People with Disabilities”, as well as an educational program “Remembering When” available. Their website is www.nfpa.org.

The United States Fire Administration has a series of books available on Fire Risks for the Older Adult, the Blind or Visually Impaired, Mobility Impaired, and Deaf or Hard of Hearing. Visit their website at www.usfa.fema.gov for ordering information. They are free of charge.

Evaluation

Initially tests were developed to determine the prior knowledge of fire safety, and to determine if there was an increase in knowledge after attending a presentation. This type of evaluation was cumbersome and ineffective. Some of the following methods used now include:

Focus groups

Focus groups - a team member visits the facility four to six weeks after the presentation for a discussion with a small group of residents who had attended the presentation. Fire safety messages were presented and discussed. It was found seniors tended to forget the messages after a short time span. When an alarm did occur, residents almost always took the time to check on neighbors or friends rather than get out quickly, or residents ignored the alarms altogether. After several months of focus groups, statistics gave identical results. Revisits to the facilities have become the preferred method of reinforcing fire and life safety messages.

Site revisit

Due to the large and rapid turnover of both residents and management, revisits have become important. These revisits follow the same procedure as the initial visit. Added benefits include verification fire plan were installed in the apartments and the "Location of Persons with Disabilities" envelope is current. Revisits also provide the opportunity to poll the seniors and the staff to find out if any safety changes have been made since the prior visit.

Evaluation letter

An evaluation form developed for management provides valuable information on the effectiveness of the program. Suggestions from them, which have been added to the program, include information on microwave cooking, proper shoes and importance of exercise.

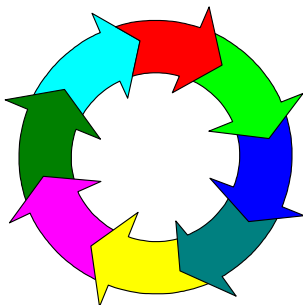


Program Awareness

To aid in marketing the senior program, several senior service agencies have been approached. Conversely, some of these agencies have approached the Phoenix Fire Department for information on the senior program. Some of the agencies include:

Outreach:

Society of St. Vincent de Paul
Salt River Project (Electric Utility Company)
Salvation Army
Southwest Gas (Utility Company)
Older Adults Service Information Systems (OASIS)
AZ Chapter of the National Safety Council



Inquiries:

American Association of Retired Persons (AARP)
Insurance Companies
Arizona Public Service (Utility Company)
National Association of Retired Federal Employees (NARFE)

Mutual interests and goals are discussed. Safety checklists for their clients have been developed and provided. The community supports efforts to provide fire and life safety for the senior population.

Senior Team Awards

April 1999 - Excellence Award by the City of Phoenix

These prestigious annual awards are given to select groups and/or individuals for their excellence in providing a valuable service to the citizens of the City of Phoenix.

October 2000 - 19th Annual Dr. R. Alice Drought Award Area Agency on Aging

This Community Award is based on the work directed to the betterment of older adults and the aging community.

Resource Directory

City of Phoenix

Fire Department - Senior Outreach Team	602-534-9834
Housing Department - Senior Housing	602-261-8816
Human Services - Senior Services Division	602-262-7379
P.A.C.E. (Phoenix Advocacy & Counseling for Elderly)	602-262-6631
Senior Companion Program	602-262-6899
Neighborhood Services	602-262-6840
Parks, Recreation and Library	602-262-4875

Area Agency on Aging 602-264-2255

Senior Help Line 602-264-4357

Senior Adults for Independent Living 602 344-8867

American Red Cross 602-336-6660

Foundation for Senior Living 602-285-1800

CENTER D.O.A.R. 602-285-0543

Materials Used

The following pages are samples of the items used in the program.

- ▶ Introduction letter
- ▶ Evaluation Letter
- ▶ Posters/flyers (these differ in size only)
- ▶ Fire plans for Resident assistants
- ▶ Checklist for Conducting Fire Drills
- ▶ Fire and Disaster Plans
- ▶ Fire Plan for Sprinklered Facilities
- ▶ Fire Plan for non-sprinklered Facilities
- ▶ Fire Plan for Nursing Homes
- ▶ Sample Newsletter Article
- ▶ Safety checklist, English, Spanish
- ▶ “Location of Persons with Disabilities” Envelope
- ▶ Facility Certificate Sample
- ▶ Inspection List
- ▶ Emergency Health Care Information Form
- ▶ PACE Referral Form

Introduction Letter

Phoenix Fire Department Senior Outreach Program Procedures for a successful fire safety presentation

Proper planning helps to ensure the largest possible attendance at the Fire and Life Safety Presentations. As contact person at your facility, your help is needed to make the upcoming presentation a positive and successful educational and learning experience.

In order to maximize efforts for this Senior Safety Presentation, please take responsibility for having *at least half* of your residents attend. The program will only be successful if the most people possible are reached.

This is what we will do for you and your facility:

1. Provide posters/flyers to distribute advertising the program
2. Provide a Fire Plan specifically designed for each apartment
3. Provide an envelope for you to list the locations of persons with disabilities
4. Provide a Fire Plan specifically designed for the resident/assistant manager
5. Distribute helpful reminders of fire/ life safety concerns (brochures, magnets)

We share a common goal - to give our safety message to as many residents as possible. We are relying on you to maximize attendance.

Suggestions for residents' involvement:

Have you thought of effective ways to ensure attendance? Here are methods used successfully by other facilities:

- *Laundry coupon - free wash or dry
- *Snacks for those in attendance
- *Personal contact
- *PA system reminder
- *Schedule the program before or after an event (residents meeting, mail time)
- * Drawing for prizes for attendees

The following guidelines have been developed to help you prepare your facility and residents for the presentation.

Prior to presentation:

1. Schedule inspection by Fire Inspector
1. Correct any code violations
3. Schedule presentation date

When deciding on a time for the presentation, keep in mind the daily routine of your facility. Would a morning hour be better? Would you get more attendance in the early afternoon? Is an hour after mail delivery best? During or after a resident meeting is often a good time.

One week prior to presentation date:

1. Display posters (we provide)
2. Distribute flyers (we provide) to each resident
3. Reserve room for presentation
3. Reserve screen and microphone for presentation if necessary.
(If you do not have a screen is a blank wall available?)

The day of the presentation:

1. Remind residents of the presentation
2. Get screen/microphone to room
3. Arrange for seating for residents
4. Offer assistance to mobility-impaired residents

After the presentation:

1. Arrange for the Fire Plans to be posted in each apartment
2. Post Fire Safety Plan for Resident Manager
3. Keep safety brochures for residents

Remember, safety is for everyone.

Thank you for your interest in the program. We appreciate the time and effort you are willing to put forth to make your residents and facility a safer place.

Important Phone Numbers:

Carol Gross, Program Manager
(602) 262-7712

Ed Manning, Fire Inspector
(602) 262-7833

Donna McCloe, Program Coordinator
(602) 534-9834



Evaluation Letter

**Phoenix Fire Department
Senior Outreach Team
THANKS!**

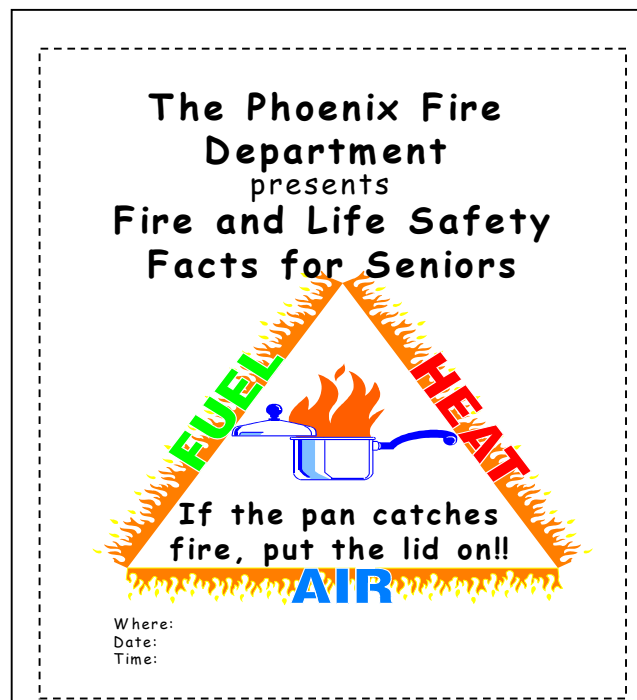
Thanks for all your hard work! We hope everyone at your facility will remember and practice fire and life safety throughout the year. The program continues to be a success with feedback from people like you. Please answer the following questions so that we may evaluate and improve the program. Return this survey to Phoenix Fire Department. (Envelope provided)

1. Was the program effective in teaching fire and life safety to your residents?	___ Yes	___ No
2. Was the program effective in raising awareness of safety issues in each individual residence?	___ Yes	___ No
3. Was the presentation easy to understand?	___ Yes	___ No
4. Were the speakers able to hold the interest of the group?	___ Yes	___ No
5. Were the posters helpful in getting residents to attend the presentation?	___ Yes	___ No
6. Were the flyers helpful in reminding residents to attend the presentation?	___ Yes	___ No
7. Are the safety brochures a useful tool in reminding residents of the program?	___ Yes	___ No
8. Do the residents have a Medical Emergency Information Form for emergencies?	___ Yes	___ No
9. Have the fire plans been posted in each apartment?	___ Yes	___ No

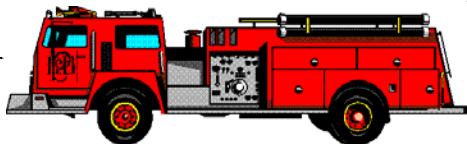
Do you have any suggestions to help make the program more effective?

Again, **thanks** for all your help in making the Fire and Life Safety Program a success.

Sample posters/flyers



Come on Down!!



Hear the latest
Hot News!

Fire and Life Safety
Information for Seniors
Presented by
Phoenix Fire Department

Where:

Date:

Time:

The Phoenix Fire
Department
Presents



Fire and Life
Safety Information
for Seniors

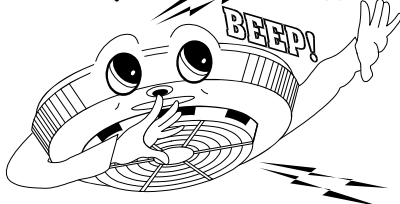
Where:

Date:

Time:

The Phoenix Fire Department
invites you to

Know how to respond
to a fire alarm!!



Practice, Practice, Practice!!!
Fire Safety for Seniors

Where:

Date:

Time:

The Phoenix Fire
Department
Presents

Have an escape plan

Fire and Life Safety
for Seniors
Know where your closest



safe exit is located.

Where:

Date:

Time:

Phoenix Fire Department

Fire Plan

General Instructions for Resident Manager

Facility Name Here

When a fire is reported to you by fire alarm or telephone, get location of fire by floor (at Fire Alarm Panel or from caller).

- 1. Call Fire Department immediately at 9-1-1.**

Say "This is Facility Name at address.
There is a fire on the _____ floor."
(Give apartment number if known.)

2. If possible, report to the fire scene and take charge.
3. Direct someone (back-up staff) to meet the fire department.



Phoenix Fire Department CHECKLIST FOR CONDUCTING FIRE DRILLS

1. If necessary, notify your fire committee of the date and time of the fire drill.
2. Notify the Fire Department one-minute prior to drill.
(602) 495-5555 or (602) 262-6595
Identify yourself as the fire marshal. Ask the Fire Department to record the time they were notified by person reporting the fire.
3. Conduct the drill.
4. Notify occupants and employees when the drill is over.
5. FIRE MARSHAL MUST CALL THE FIRE DEPARTMENT
(602) 495-5555 OR (602) 262-6595
STATING THE DRILL IS OVER. ASK THE FIRE DEPARTMENT FOR THE TIME THEY WERE NOTIFIED BY PERSON REPORTING THE FIRE.
6. Hold critique.
7. Record the time and date of the drill in your fire safety log book.



Phoenix Fire Department Fire and Disaster Plan Information

Building name: _____

Building address: _____

Owner/Management Co: _____ 24 Hr. Phone
(Include area code)

Contact person: _____ Title: _____ 24 Hr. Phone
(Include area code)

Fire Alarm Company:

Name: _____ 24 Hr. Phone: (Include area code)

Automatic Sprinkler Contractor:

Name: _____ 24 Hr. Phone: (Include area code)

Elevator Service Company:

Name: _____ 24 Hr. Phone: (Include area code)

Electrical Contractor:

Name: _____ 24 Hr. Phone: (Include area code)

Emergency Generator Service Company:

Name: _____ 24 Hr. Phone: (Include area code)

Hazardous Waste Contractor:

Name: _____ 24 Hr. Phone: (Include area code)

Facilities Management/Maintenance:

Name: _____ 24 Hr. Phone: (Include area code)

Urban Services Division

150 S. 12th. Street, Phoenix, AZ. 85034 (602) 262-6711



Fire and Disaster Plan Information
For Fire Department Use

FIRE PLAN

r Residents of _____
Prepared for you especially by
Phoenix Fire Department

In case of fire, no matter how minor it may appear to be, follow these rules.

If the fire is inside your apartment and you cannot safely extinguish it:

a. Evacuate the apartment, closing the door as you leave

Leave door unlocked for Fire Department access

**c. Call or direct someone to call Fire Department
mmediately**

. Activate Fire Alarm Pull Box in hall

If the fire is outside your apartment DO NOT OPEN the door. Seal the bottom of your door with a wet cloth or blanket to keep out smoke. Wait for further assistance or instructions.

If evacuation of building is necessary, do not re-enter until permission is given by Fire Department personnel.

In the event of a fire DO NOT use elevators.

25

Please read these instructions once a week. Know where the exit stairs closest to your apartment are located.

FIRE PLAN

For Residents of _____
prepared especially for you by
Phoenix Fire Department

In case of fire, no matter how minor it may appear to be, follow these rules.

If the fire is **inside** your apartment and you cannot safely extinguish it:

- a. Evacuate the apartment, closing the door as you leave
- b. Leave door unlocked for Fire Department access
- c. Call or direct someone to call Fire Department

9-1-1 immediately

- d. Activate Fire Alarm Pull Box in hall

If the fire is **outside** your apartment touch the door:

A. If it is hot, **DO NOT OPEN**. Seal the bottom of your door with a wet cloth or blanket to keep out smoke. Wait for further assistance or instructions.

B. If the door is not hot, open cautiously, standing behind the door prepared to close it fast if necessary. If hall is smoke free, walk to closest safe exit stairway.

C. Anyone unable to walk down the stairs should stay in their apartment and wait for Fire Department personnel to assist in their evacuation.

If evacuation of building is necessary, do not re-enter until permission is given by Fire Department personnel.

◆ Do Not Use Elevators ◆

Please read these instructions once a week. Know where the exit stairs closest to your apartment are located.

February, 2001 non-sprinkler

FIRE PLAN for Nursing Homes

General Fire Instructions for all Employees

If you detect fire or smoke...no matter how minor it may appear to be:

1. Remove any person from immediate danger
 - A. Persons likely to be suffocated or burned before help arrives
2. Close all doors to confine smoke and fire
 - A. Where fire is
 - B. Patient room and hall doors
3. Send for help
 - A. Pull Fire Alarm Box
 - B. Call Fire Department **9-1-1**
(any employee can call Fire Department)
4. Combat fire with Fire Extinguisher if possible

Employee Responsibility

All employees must read and be familiar with the Fire Plan. There will be periodic drills wherein reporting and fire fighting procedures are carried out. Employees are required to know the location of fire alarm pull boxes and fire extinguishers and be able to operate them.

Special Instructions

1. If fire alarm has been sounded:
 - a. Report to fire scene and take charge
 - b. Give evacuation orders, if necessary
 - c. Make sure Fire Department, 9-1-1, has been called
3. Direct someone to meet firefighters on arrival.
(If patients are to be evacuated, follow this order: Ambulatory people, wheelchair, blanket drag, beds, and other approved carry)

The First Minute

(Sample Newsletter)

By: *Ed Manning, Sr. Fire Inspector*

Every employee should be aware of their responsibility for the safety of patients/residents, as well as for their health and welfare. The very nature of a facility where patients/residents are physically dependent upon those serving them dictates that safety measures be well defined and carried out.

The key to providing the greatest margin of safety possible for patients/residents is knowing the Fire Plan procedure.

When a fire occurs in the facility, employees must react immediately. The few minutes between discovery and reporting of a fire and the arrival of the Fire Department are often decisive ones. Prompt action by employees while the fire is in its infancy is extremely important. Inaction – or improper action – at that critical time, however, could be disastrous and needlessly result in the loss of life and property.

The four most important steps of the Fire Plan are:

1. Remove patients or personnel in immediate danger
2. Confine fire and smoke. Close all doors.
3. Send for help. Pull fire alarm box.
4. Combat fire with fire extinguisher, if possible.

“It can’t happen at your facility” is a false sense of security; therefore, all the staff members and employees should be completely knowledgeable about the Fire Plan.



Phoenix Fire Department PACE / Senior Outreach Program Checklist

Resident Name: _____

Address: _____

Zip: _____

Phone: _____

Smoke Alarm:	Yes	No	N/A
Do you have one?			
Does it work?			
Fire Safety:			
Is there a fire plan?			
Are there two ways out?			
Do you know where your house keys are?			
Is there a phone near your bed?			
Do you know "crawl low under smoke"?			
If your clothes catch on fire, will you smother flames with a towel, or blanket?			
Turn pot and pan handles in?			
Keep lids to your pots and pans nearby?			
Wear short sleeves or close fitting sleeves when cooking?			

Reminder: If you leave the kitchen while cooking turn off the stove.

Smoking: Do you-	Yes	No	N/A
Use a large non-tip ashtray?			
Dampen ashes before emptying ashtray?			
Empty ashtrays often?			
Avoid smoking in bed?			
Other Safety Issues: Do you-	Yes	No	N/A
Keep portable heaters at least three feet from anything that can burn? (like newspapers, silk plants, etc.)			
Use a separate outlet for appliances? (Not extension cords)			
Have rubber-backed rugs?			
Have a grab bar or rubber bathmats in tub or shower?			
Have hallways and walk areas free of clutter?			
Store items on easy to reach shelves?			
Have chairs with stable legs?			
Have a flashlight near your bed for nighttime emergencies?			
Have emergency information posted or easy to find?			

PACE Counselor: _____

Phone number: _____

Date: _____

PACE / LISTA DEL SERVICIO DE ASISTENCIA PARA LOS ADULTOS MAYORES

Nombre del Residente: _____

Domicilio: _____

Teléfono: _____ Zip: _____

	Si	No	N/A
Detector de Humo:			
¿Tiene usted uno?			
¿Funciona?			
Plan de Seguridad Contra Incendios:			
¿Tiene un plan de escape?			
¿Hay dos salidas en cada cuarto?			
¿Sabe dónde están las llaves de su casa?			
¿Hay un teléfono cerca de su cama?			
¿Sabe usted "gatear por debajo del humo"?			
Si las ropas se le encienden, ¿apagará usted las llamas con una toalla, alfombra o frazada?			
¿Gira el mango de las ollas y los sartenes hacia adentro?			
¿Mantiene las tapas de las ollas y de los sartenes cerca?			
¿Se pone ropa de manga corta o ajustada para cocinar?			
Recuerde: Si sale de la cocina cuando está cocinando, apague la estufa.			
Fumando: Usted	Si	No	N/A
¿Usa un cenicero grande que no se pueda voltear?			
¿Moja las cenizas antes de vaciar el cenicero?			
¿Vacía los ceniceros frecuentemente?			
¿Evita fumar en la cama?			
Asuntos Generales: Usted	Si	No	N/A
¿Mantiene las calefacciones portátiles por lo menos a 3 pies de lo que se puede quemar? (No periódicos, plantas de seda, etc.)			
¿Utiliza los tomacorrientes para los enseres domésticos? (No las extensiones eléctricas)			
¿Las alfombras tienen forro de goma?			
¿Tiene en el baño o tina barras para sostenerse o estera de goma?			
¿Mantiene los pasillos o áreas comunes libres de estorbos?			
¿Guarda los artículos en los gabinetes fáciles de alcanzar?			
¿Tiene sillas con patas estables?			
¿Mantiene una linterna cerca de su cama para emergencias en la noche?			
¿Mantiene información para emergencias a la vista o fáciles de encontrar?			

Consejero(a) de PACE: _____

Teléfono: _____ Fecha: _____

Location of Persons with Disabilities Envelope



*Phoenix Fire Department
Senior Outreach Team
Certificate of Appreciation*

Presented to

Facility name here

*For participating in our
Fire and Life Safety Program.*

*Alan V. Brunacini, Fire Chief
current date*





Phoenix Fire Department Inspection List

Electrical	Fire Plans	Flammable Liquid Storage Room
Exit Stairways	Fire Drills	Laboratories
Corridors and Exits	Automatic Sprinkler System	Emergency Power Equipment
Fire Doors	Heating Appliances	Elevator
Smoke Barrier Doors	Air Handling, Mechanical/Electrical Room	Laundry
Fire Hose	Welding Cart and Sweating Unit	Fire Walls
Fire Dept. Standpipe & Automatic Sprinkler Connections	Housekeeping	Ceiling Tile
Fire Hydrant	Storage Areas	Paint Spray Booth
Fire Dept. Vehicle Response	Rubbish & Linen Chutes	Drapes and Cubicle Curtains
Fire Extinguishers	Kitchen	Fire Pump
Fire Alarm Pull Boxes & Complete Fire Alarm Systems	Compressed Gasses (Nonflammable)	Construction, Alterations (Remodeling) or Demolition of Building
	Compressed Gasses (Flammable)	



**Phoenix Fire Department
Emergency Health Care Information**

Today's Date: _____

My Name: _____ Date of Birth: _____

Primary Doctor's Name: _____

Another Doctor I have is: _____

Hospital Preference: _____ Primary Health Insurance: _____

SS# _____ Medicare # _____

I am allergic to these medications

Medication:Reaction: _____

Medication: _____ Reaction: _____

My Health History Status: (check all that apply)

Heart Problems

- ☐ Congestive heart failure
- ☐ High blood pressure
- ☐ Low blood pressure
- ☐ Heart attack
- ☐ Stroke
- ☐ Heart Surgery

Vision Problems

- ☐ Cataracts
- ☐ Glaucoma
- ☐ Blind
- ☐ Poor vision
- ☐ Glasses

Lung Problems

- ☐ Asthma
- ☐ Emphysema
- ☐ Chronic Bronchitis
- ☐ Lung Surgery

Other Medical Problems

- | | | |
|--|--|---------------------------------------|
| <input type="checkbox"/> Parkinson's/Alzheimer's | <input type="checkbox"/> Hard of Hearing | <input type="checkbox"/> Hip Fracture |
| <input type="checkbox"/> Ambulatory Problems | <input type="checkbox"/> Hearing Aid | <input type="checkbox"/> Other (list) |
| <input type="checkbox"/> Diabetes | <input type="checkbox"/> Seizures | |
| <input type="checkbox"/> I take insulin | | |
| <input type="checkbox"/> I do not take insulin | | |

My medication is kept in:

<input type="checkbox"/> Bedroom	<input type="checkbox"/> Bathroom
<input type="checkbox"/> Kitchen	<input type="checkbox"/> Refrigerator

Emergency Contacts - LOCAL

Name: _____ Home Phone: () _____

Relationship: _____

Work number: () _____ Pager: _____

Name: _____ Home Phone: () _____

Relationship: _____

Work number: () _____ Pager() _____

Emergency Contacts - Out of Area

Name: _____ Home Phone: () _____

Relationship: _____

Work number: () _____ Pager: () _____

Name: _____ Phone: () _____

Relationship: _____

Work number: () _____ Pager: () _____

Phoenix Fire Department / PACE Senior Outreach Program

The purpose of this project between PFD and PACE* is to refer those seniors 60 years and older who repeatedly make 911 calls for non-medical emergencies.

Our primary objective is to connect these individuals to services, which will maximize the seniors' ability to remain in their homes.

Some of the services that could be made available are:

Companionship	Emergency home energy assistance
Transportation	Information on community resources
Legal Assistance	Respite (Relief from care giving)
Bathing Assistance	Meals for homebound seniors
Shopping Assistance	Meals at senior centers
Housework Assistance	Senior Center participation
Wheelchairs, Walkers, etc.	

REFERRAL METHOD: Call this number:

PACE Program
262-6631 (Fax 534-4000)
Mon - Fri from 0800 - 1700

Please provide this information:

Customer Name:	Approx. Age or Date of Birth:
Social Security #:	Phone:
Address:	
Brief description of situation:	

Referred by:

Name: (Please Print)	District/station/shift:
	Phone:
Date:	

*PACE - Phoenix Advocacy and Counseling for the Elderly

Emergency Medical Kit

We encourage seniors to keep an emergency medical kit close to their bed. The kit can be a recycled purse, a “lunch sack” available at most discount stores, an empty shoebox, a canvas bag, whatever the senior has handy.

The kit should contain some basic items, such as:

Working flashlight



Extra pair of eyeglasses



Extra set of keys for house,



car

Medical Information including: names and addresses of Doctors and relatives, allergies, medical conditions, etc. See the example in Materials Used Section

Other items can be added to fit each person's needs. Some examples of items seniors have reported adding have been:

- Asthma inhaler
- Medicines that do not need to be refrigerated
- Whistle or personal alarm
- Information on pets

Phoenix Fire Department

Fire and Life Safety for Senior Brochure



Practice as if your life
depended on it –
it does!!

Phoenix Fire Department
Senior Outreach Program

602 534-9834

Fire safety, cooking, smoking, trips and falls are issues of concern for seniors. Follow these safety tips.

Safety Around the Home

Have a working smoke alarm, check it monthly, and change the battery once a year
Have a working light outside your door
Have emergency information available
Clearly label all medicines

In case of fire:

Know where the safe exits are located
Practice getting out
Call 9-1-1 from a neighbors' house

If your clothes catch fire

Stop, drop and roll, or smother the fire with a blanket, towel or rug

Smoking

Use a large non-tip ashtray, empty ashes often
Dampen ashes before emptying into a metal container
Do not smoke when using oxygen

Do NOT smoke in bed

In the Bathroom

Use non-slip rugs
Have grab bars, rubber mats or non-slip strips in your tub or shower

In the Kitchen

Keep lids nearby when you cook
If your pan catches fire, carefully slide a lid on and turn off the stove
Wear clothes with short or close fitting sleeves when cooking
If you leave the kitchen while cooking, turn off the stove

In the living room

Use electrical sockets wherever possible, NOT extension cords
Extension cords should be used on a temporary basis and MUST be UL approved
Use furniture with safe sturdy legs

In the Bedroom

Keep floor uncluttered
Keep house keys, eyeglasses, flashlight, and phone next to your bed

January 2002

Departamento de Bomberos de Phoenix

Seguridad para los Adultos Mayores



Practíquelo como si su vida dependiera de él, y así lo es

Departamento de
Bomberos de Phoenix

Servicio de Asistencia
para los Adultos Mayores

(602) 534-9834

*Seguridad contra incendios,
para cuando cocina, cuando*

fuma, los tropezones y caídas es asunto que preocupa a los adultos mayores. Aquí les damos algunos consejos sobre seguridad:

Seguridad en su casa

- Tenga una alarma contra el humo que funcione, revísela cada mes y cámbiele las baterías una vez al año.
- Tenga una luz que funcione afuera de su puerta
- Tenga disponible información sobre emergencias
- Ponga en todas sus medicinas una etiqueta con instrucciones claras.

Para casos de incendio, planee un escape!

- Sepa dónde están las salidas
- Practique saliendo a salvo
- Llame al 9-1-1 desde la casa de un vecino

Si sus ropas enciendense

- Deténgase, tírese al piso y ruede, o apague el fuego con una sábana, toalla o alfombra.

De fumado

- Use un cenicero grande que no se vuelque, vacíe las cenizas frecuentemente
- Moje las cenizas antes de vaciarlas a un recipiente de metal
- **No fume cuando usa oxígeno**
- NO fume en la cama

En el baño 39

- Use alfombras que no deslicen

- Ponga barras para ostenerse, estera de hule, o tiras anti-deslizantes en su tina y bañera

En la cocina

- Mantenga las tapas cerca cuando está cocinando
- Si se le enciende el sartén, con mucho cuidado deslice una tapa sobre la sartén y apague el estufa.
- Vestirse con manga corta o apretada cuando cocina
- Si sale de la cocina cuando está cocinando apague la estufa

En la sala

- Use tomacorrientes eléctricos donde sea posible.
- Las extensiones eléctricas se deben de usar en forma temporal y **DEBEN** de tener la aprobación UL
- Tenga muebles con patas firmes y seguras

En el dormitorio

- Mantenga los pisos libres de estorbos
- Mantenga las llaves, los anteojos, la linterna o foco y teléfono al lado de su cama

Traducido al español por
Isabel Washchuck